TREKSTOR®
Enjoy now.

DataStation® pocket air

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1 Preface

We wish you a lot of fun with the TrekStor DataStation pocket air.

Please read the following instructions carefully so that you can become acquainted with the functions of this product and its use.

The manual describes the operation of the device as an example. Due to the variety of external devices with different operating systems and applications, formal variations are possible.

Current product information can be found at the TrekStor website www.trekstor.de.

Other products and accessories are available at www.trekstor-onlineshop.de.

The manufacturer retains the right to continually improve the product. These changes may be made without being directly described in these operating instructions. For this reason, the information provided in these operating instructions may not reflect the current state of the art.

2 About your DataStation® pocket air

The TrekStor DataStation pocket air is an external hard drive with the Wi-Fi feature, USB 3.0 interface and network connection. The device offers wireless access to files and streams music, video and pictures to your tablet, smartphone or notebook. The integrated battery does Wi-Fi regardless of the power outlet and is also suitable as a mobile charging station (Power-Bank).

⚠ **Attention:** It is essential to observe the safety and usage instructions listed in Chapter 5!

Use the device only for its intended purposes above.

The manufacturer accepts no liability for any damage resulting from non-intended use of the device. Furthermore, the manufacturer accepts no liability for damaged or lost data and all consequential damages.

ⓘ **Note:** *The capacity indicated by your operating system can be different than the actual capacity of your device. Like most manufacturers of computer hardware, TrekStor uses the prefixes for units (e.g. 1 GB = 1.000.000.000 bytes) as prescribed by the International System of Units (SI). Unfortunately, many operating systems do not comply with this norm and display a lower capacity because they base their calculations on the assumption that 1 GB = 2^{30} bytes = 1.073.741.824 bytes.*

3 Specifications

Dimensions (W x H x D)	82 mm x 25 mm x 129 mm
Weight	About 285 g, depending on HDD used
Housing	Plastic
Colour	White
LED	4 (Power, HDD, WI-FI, Internet)
Capacity	500 GB or 1.000 GB
Built-in storage device	SATA-HDD 2,5" (6,35 cm) form factor, 9,5 mm height
Processor	Ralink RT5350, 360 MHz
Wi-Fi	802.11 b/g/n, 2,4 GHz, up to 150 Mbit/s
LAN	Ethernet RJ-45 female, 100 Mbit/s
WI-FI Internet Access Point	Via Ethernet
USB 3.0	SuperSpeed USB 3.0 Micro female
USB-A	Only charging function for USB devices
File system	NTFS, FAT32, FAT
Supported OS	Microsoft Windows® 8, 7, Microsoft Windows Vista®, Microsoft Windows XP (from SP2), Mac® OS X from 10.6.x, Linux® from Kernel 2.6.x, iOS from 4.0, Android™ from 2.3
Supported Browsers	Internet Explorer 7.0, Safari 3.0, Firefox 3.5 and above
Power	Lithium-Polymer-Battery, 3.000 mAh
Battery charging via	Micro-USB 3.0 female
Charging time	About 3 hours via power supply About 5 hours via USB-Port
Languages	English, German

4 Package contents

- TrekStor DataStation pocket air
- USB 3.0 cable (USB-A / Micro-USB)
- Quick guide
- Software PocketAirFinder (Windows / Mac) on HDD
- PocketAir App (via Download)

5 Safety instructions

It is essential to observe the following safety instructions!

⚠ Technical work on the product can be performed only by qualified persons. The product may neither be opened nor changes be carried out to it. The components cannot be serviced by the user.

5.1 Battery

⚠ Charge the battery only in a temperature range from 5° to 35° C.
⚠ Do not charge the DataStation, if the battery is damaged or leaking.

5.2 Operation

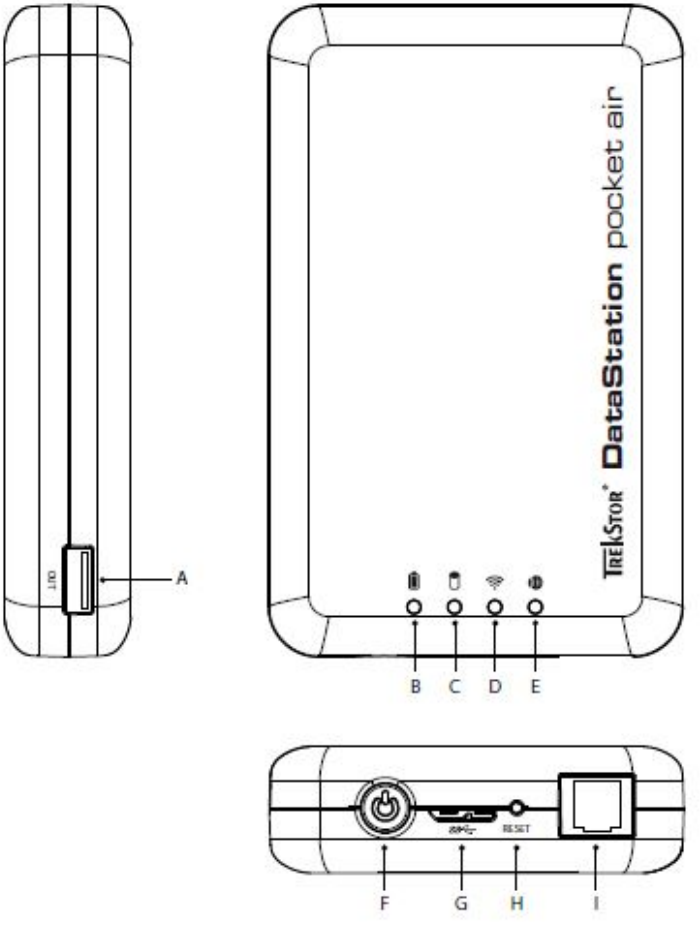
⚠ Do not cover the DataStation during operating or charging. This can lead to overheating.
⚠ Only operate the device in the temperature range of 5 ° to 35 ° C..
⚠ Turn off power immediately if it becomes wet. Let the unit check before using the device again.
⚠ Do not move the device while the integrated hard disk drive is active. This can result in data loss or damage to the hard disk drive. Operate the device on a stable surface. Ensure horizontal operation (LED indicators on top).
ⓘ Protect the DataStation from strong sunlight, extreme temperatures, moisture, high humidity, corrosive substances or vibration.
ⓘ In certain circumstances, exposing the device to an electrostatic discharge may interrupt the data transfer and impair the functions of the device. If this occurs, all cables should be unplugged and Wi-Fi disconnected. Then connect again.
ⓘ Do not use USB cables longer than 3 meters.

5.3 Cleaning and maintenance

ⓘ Maintain a dust free environment when using or storing the device.
ⓘ Never clean the surface of the device with solvents, paint thinners, cleansers or other chemical products. Instead, use a soft, dry cloth or soft brush.

6 Get to know your DataStation

6.1 Control elements and connectors



A) USB-A female for using the Power-Bank function
B) Battery status LED
C) HDD status LED
D) Wi-Fi status LED
E) Internet connection status LED
F) On/Off switch / Network function
G) Micro-USB-B 3.0 female
H) Reset
I) RJ-45 LAN port

7 Starting up for the first time

You must charge the DataStation before initial use and when the battery is running low.

7.1 Charging your DataStation

Once you have connected your DataStation via the included micro USB cable to a computer or to a socket using a suitable power supply (e. g. TrekStor USB-Charger e.fs), it is automatically charged. After 3 hours with USB power adapter (5 hours over PC), the battery will be fully charged and the charging will stop automatically to prevent overcharging.

Note: *During charging, the battery status LED (E) lights up green. Once charging is completed, the status LED turns off. When recharging during ON state, the battery status LED (E) is flashing in 4 second intervals to indicate the achievement of capacity.*

Note: *A solid red battery status LED indicates a low battery. The lights change to flashing if battery level drops below a critical value. Charge the DataStation immediately!*

Note: *The maximum battery runtime is reached after about 10 battery charging cycles.*

8 Using the DataStation as an external USB hard drive

Ensure that the DataStation is turned off. Connect your DataStation via the included USB 3.0 cable to a computer. In activity, the HDD status LED lights up white (USB 2.0 connection) or blue (USB 3.0 connection). The DataStation is now shown as an external drive *"TREKSTOR"*. You can now transfer data.

Note: *While the HDD is in power saving mode, a simultaneous charging of the internal battery is shown by flashing the status LED battery. This is about 4 minutes without access.*

9 Using the DataStation as a network storage

9.1 Installing PocketAirFinder

The PocketAirFinder software helps you to get comfortable access to DataStation from your PC or Mac via LAN or WI-FI. You'll find it on your DataStation in the main directory or even on the product page www.trekstor.de. Copy the software to the desktop or a folder of your choice.

- Connect the DataStation with a network cable to your network. (for LAN only)
- Push the ⏻-button (F) to switch on the DataStation.
- Double-click to start PocketAirFinder and follow the instructions.
- To start the program, please confirm window appearing with *"YES"*.
- After a short time the name of your DataStation appears with its IP address.

Note: *If the name does not appear, click the "REFRESH" BUTTON OF POCKETAIRFINDER´S WINDOW.*

- Click on the name of your DataStation. It is now selected and highlighted in blue.
- Click on *"MY STORAGE"*.
- Enter your username and password. The default username is "admin" and the password field is left blank.
- Confirm the input by clicking *"OK"*.
- This opens a window with a folder icon of the DataStation.

- Open the folder by double clicking. You see the contents of your DataStation.

Now you can manage files and folders, as you are accustomed to from an external hard drive.

10 Setting up the DataStation® for Wi-Fi access

The integrated web management software is an HTML-based utility. It requires no software installation.

10.1 Setting up via Wi-Fi

- Press ⏻-button (F) to start the Wi-Fi feature.
- The Wi-Fi status LED will flash blue.
- Wait until the Wi-Fi status LED turns solid blue.
- The Wi-Fi of the DataStation is ready to use.
- Activate the Wi-Fi function of your device.

Note: *Take your device manual for assistance, if necessary.*

- Select the WI-FI of the DataStation "DSPA-xxxx" from the available networks and connect to.
- The password for logging in to the DataStation Wi-Fi defaults to "11111111". You are now connected to the Wi-Fi of the DataStation.
- In the web browser of your device, enter the IP address 10.10.10.254.
- The login screen for the web management software of the DataStation appears.
- Follow the instructions on the screen of your device (see 11.1)

10.2 Setting up via PocketAirFinder (Wi-Fi and LAN)

- Copy the software PocketAirFinder to your Computer (see 9.1)
- **LAN only:** Connect the DataStation with a network cable (optional) to your network.
- Press ⏻-button (F) to start your DataStation.
- Double-click to start PocketAirFinder and follow the instructions.

- To start the program, please confirm the appearing window with *"YES"*.
- After a short time the name of your DataStation appears with an IP address, assigned by your router for the LAN connection. Furthermore, with active and connected Wi-Fi, the IP address of the DataStation is also displayed.

Note: *If the name does not appear, click the "REFRESH" BUTTON OF POCKETAIRFINDER´S WINDOW.*

- Select the DataStation and click *"SETUP"*.
- The login screen for the web management software of the DataStation appears.
- Follow the instructions on the screen of your device (see 11.1)

Note: *If the DataStation is switched off, it cannot be detected by the network.*

11 The Setup menu of the DataStation®

The integrated web management software enables the configuration of your DataStation and gives you access to more information. Start the menu with PocketAirFinder (see 10.2) or enter the Wi-Fi IP address of DataStation into the address line of your Internet browser: "10.10.10.254" (Wi-Fi). The login screen of DataStation will appear.

11.1 Log in to the DataStation® menu

Enter at your first log in as User "admin". Leave the field Password blank. Select your language. Click *"LOG IN"*.

If you have logged in successfully, you will see the three main menus *"EXPLORER"*, *"INFORMATIONS"*, *"SETTINGS"* and *"HELP"* in the lower part of the window.

12 "My PocketAir" Web Management

12.1 Explorer Function

“My PocketAir” allows you to upload or download files to your PC, Mac, Tablet or Smartphone. You can even create, copy, cut, delete and rename folders and file names - just as known from your PC or Mac.

12.2 Information

Detailed information about hardware, disk space and network status are found here.

12.2.1 Device Information

The device information shows device-related information, such as device host name, serial number, vendor, model and the CPU occupancy rate.

12.2.2 Storage Information

Storage information displays the partition information of the storage devices, such as the partition of the remaining capacity and the total capacity.

12.2.3 Network Information

Network information displays the mode of the device, the IP information of the device, wireless LAN information and SSID.

12.3 Settings

The default settings can be changed here. Please note that incorrect entries may lead to malfunction of DataStation. In this case you have to load default settings (Chapter 12.3.5.4).

12.3.1 User

Click the *"USER"* thumbnail. This window will allow you to modify the admin password. The password should be at minimum 5 characters to maximum 32 characters in length. Click on *"SAVE"* button to confirm the password.
The default User Name is "admin" and the password field is left blank.

12.3.2 Disk

Click the thumbnail *"DISK"*. In the submenu of *"DISK1"* you will find information about the internal hard drive. The detailed information includes firmware version, serial number and total capacity of the disk. With a click on *"VOLUME"* your partitions are displayed.

12.3.3 Network

Network setting includes the host name and the settings for Wi-Fi and LAN, DHCP server and Internet.

12.3.3.1 Host Name

The Host name is a name that is assigned to a device connected to a computer network. It must begin with a letter and followed by a combination of letters and numbers. Its length has to be between 2 and 8 characters.

12.3.3.2 Wi-Fi and LAN

The settings for Wi-Fi and LAN can be customized:

SSID: Enter only a combination of letters and numbers. The SSID is composed of a maximum of 32 characters.

Region: Select your country.

Mode: The default setting is 802.11b/g/n. You can also manually set the modes to 11 Mbps (802.11b), 54 Mbps (802.11g), and 150 Mbps (802.11n).

Channel: The default setting is *"AUTO"*. There are 13 channels available to be selected.

Password: Here you can create a new password for your wireless connection (default 11111111). Use minimum 8 to maximum 63 characters.

Security: Available settings are None, WPA-PSK, WPA2-PSK, WPA2-PSK mixed (standard).

MAC-Address: Shows the MAC-Address of your DataStations Wi-Fi-Adaptor.

Hide SSID: Here you can prevent the SSID of your DataStation is shown in the network search.

IP-Address: The default IP address is set to 10.10.10.254. The IP address can be changed.

Subnet Mask: The subnet mask is pre-set to 255.255.255.0.

12.3.3.3 DHCP-Server

The DHCP or Dynamic Host Configuration Protocol is a network protocol that allows a server to automatically assign an IP address to a computer connected into a network. By default, the DHCP Server option is *"ENABLED"*. This option can be disabled if needed and the IP address can be manually assigned. By clicking on *"CLIENT LIST"*, the devices connected via Wi-Fi are displayed.

12.3.3.4 Internet

Here you can apply an existing access to the Internet via LAN or Wi-Fi. You can choose between two available Internet access options. By default *"WIRED ACCESS"* is selected.

- **Wireless Access**: Connecting DataStation to another wireless network to have internet access.

- **Wired Access**: Directly connect DataStation via router, for connecting to the internet through another network.

Selecting Wireless Access

SSID: Type-in the SSID name or click the *"SCAN"* button to automatically search for the available wireless networks. To view it, click the arrow icon in the SSID entry field. The available Wi-Fi connections are displayed. Select your preferred network.

Password: Type in the correct password to join the selected wireless network connection.

IP-Address: By selecting *"DHCP"*, the host will provide an automatic IP address to connect to the internet. By selecting *"MANUAL"*, you have to manually assign an IP address, subnet mask and gateway to connect to the internet.

Selecting Wired Access

By selecting Wired Access, the Dynamic IP is selected as the default setting. You can manually assign your own IP address by clicking on the arrow and select the Static IP option.

Note: *If you cannot connect with another network, ask your network administrator for the guidelines applicable to you.*

12.3.4 Services

12.3.4.1 Win File Service

Data sharing and accessing DataStation is made easy by enabling Win File Service. By default, this feature is activated with *„ON"*.
Win File Service ensures that a folder can be displayed with the content of your DataStation®, in "PocketAirFinder" by clicking on "My Storage" (Chapter 9).

12.3.5 System

12.3.5.1 Time Settings

The time of the device can be set automatically, over the internet using NTP (Network Time Protocol) server or by hand setting. Depending on the location, select the time zone from the drop-down list. If the clock is set via the Internet, select the *"ON/OFF"* button and enter the frequency of the clock synchronization. Click *"SYNCHRONIZE"* for instant upgrade. If daylight saving is valid, select the *"ON/OFF"* button. Complete the process by clicking *"SAVE"*.

12.3.5.2 Backup

By clicking *"SAVE"* the system configuration of "My PocketAir" will be saved and it will be restored with *"RESTORE"*.

12.3.5.3 Firmware Upgrade

With this function the device firmware is being upgraded:

Step 1: Download, if available, the latest version of the firmware from the website www.trekstor.de to your PC.
Step 2: Click the *"UPGRADE"* button and follow the instructions to complete the upgrade.

After upgrading the system reboots and you can check the firmware version at the bottom of "My PocketAir" main menu.

12.3.5.4 Reset Settings

The device settings can be restored to default configuration. Select the *"RESTORE TO FACTORY DEFAULT SETTINGS"* option and press *"SAVE"* button to execute.

Note: *Please note that the default User Name is "admin" and the password field is blank (siehe 9.1).*

12.3.6 Wizard

Using the wizard you can easily and conveniently make the necessary settings. Simply follow the instructions for Internet access, Wi-Fi settings and user settings. After that "My PocketAir" restarts and you can log in with the new settings.

12.4 Help

Here you will find the integrated help for My PocketAir Web management.

13 About PocketAir app

The "PocketAir" App is a software application to gain access from smartphones and tablets to the DataStation. Please download the app from Google Play Store for Android devices or from AppStore for Apple devices.

1. Turn on Wi-Fi on the DataStation by pressing the ⏻-button (F). The Status LED Wi-Fi (D) lights blue.
2. Start the WI-FI function of your device according to the manufacturer's instructions.
3. Search the ID of the DataStation (DSPA-xxxx) from the available networks and click on it.
4. Enter the password (default: "11111111").
5. After successful login you are connected to the DataStation.

Note: *Steps 3 and 4 are only required, if you are first time connecting your device to DataStation´s WI-FI.*

13.1 Starting the PocketAir app

Tap the "*PocketAir*" icon on the screen of your device.

In case of an initial connection between the device and the DataStation tap the required password, default is "11111111". A menu appears on the screen of your mobile device.

13.2 The PocketAir menu

In the lower part of the menu, you can switch between the DataStation *"My PocketAir"* and your mobile device *"My Device"*.

Tap the 3-point icon to view status information in other sub-menus at your fingertips.

- *"Version Info"* shows information about the firmware version
- *"Transferring"* shows the status of a possible data transfer
- *"Now Playing"* shows the file currently playing
- *"Exit"* closes the app.

Tap once again on to close the menu.

13.2.1 The "My PocketAir" menu

This menu shows the app functions for operating and managing the files on your DataStation.

It also shows the folder for the files on your DataStation. The presentation can be different depending on the model, manufacturer and operating system.

Home
Tap on the *"Home"*- button to return to the Home screen.
View
You can select between icon and list view.
Settings
The menu for wireless and Internet settings of the web interface "My PocketAir" opens. You can also update the firmware. This requires a newer firmware version placed in the WDisk\Documents directory on your mobile device.
Back
Tap *"Back"* if you are in a folder or submenu to return to the upper level.
Manage
In this menu item you can select files individually, upload them to the DataStation or delete them (Download 13.3).
Search
Easy search function for files on the same level.

13.2.2 The "My Device" menu

This menu shows the app functions for operating and managing the files on your mobile device.

It also shows the folders from the directory *"WDISK"* for documents, music, photos and videos, as well as the folder for the data memory of your mobile device and any existing memory cards. The presentation can be different depending on the model, manufacturer and operating system.

Home
Tap on the *"HOME"*- button to return to the Home screen.
View
You can select between icon and list view.
Back
Tap *"BACK"* if you are in a folder or submenu to be back again one level higher.
Manage
In this menu item you can select files individually, upload them to the DataStation or delete them (Upload 13.3).
Search
Easy search function for files on the same level.

13.3 Copy and delete files

With the "PocketAir" app you can download files from your mobile device to the DataStation and vice versa, or delete them. Locate the appropriate file and tap the folder icon *"MANAGE"*. You can now select the files you want to copy or delete from or to your device. Selected files will receive a check mark.

13.3.1 Copy

Click the "Upload" or "Download" icon in the bottom line. You can now select the destination folder or create a new one. With a tap on *"CONFIRM"*, the selection will be copied. The transfer window shows you the processing progress. After the completion of the data transfer, close the transfer window and tap *"DONE"* to close the Administrative Tools menu.

13.3.2 Delete

Click the "trash can" icon in the bottom line. Confirm the security prompt with *"OK"*. The file is deleted.

Note: *You cannot copy or delete folders by using this app .*

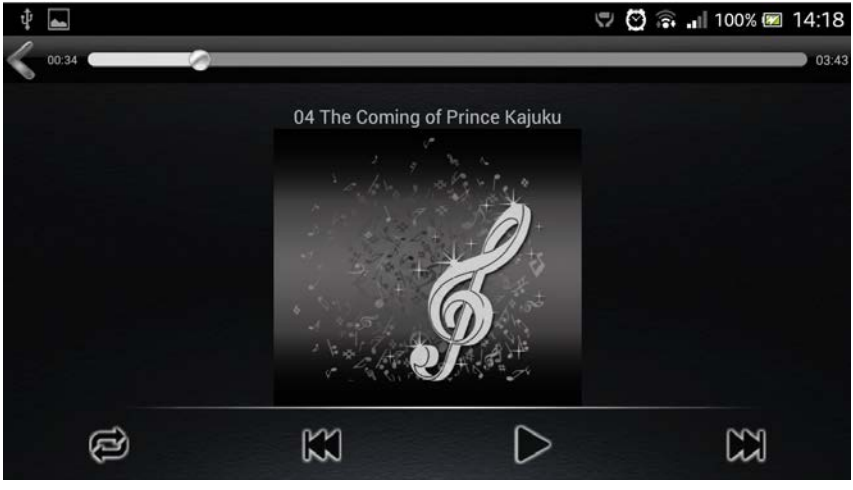
13.4 Media playback

With the "PocketAir" App you can open supported audio, video and image files from your DataStation and directly play or display. Locate the respective file and tap it.

Note: *The presentations may vary depending on the model, manufacturer and operating system of your mobile device.*

13.4.1 Audio files

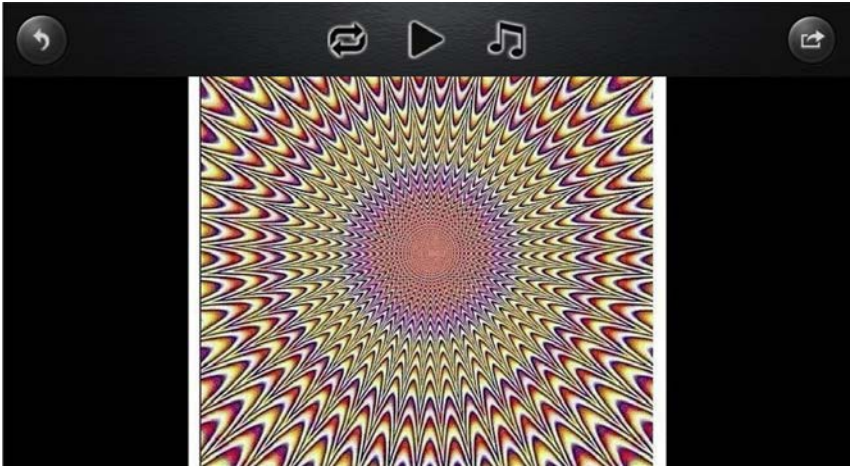
Music and voice files are provided with a note symbol. Tap the icon to play the audio file. A player will open.



All tracks in the current folder are played in sequence and repeated by default. Other playback modes are: one-time play, repeat the current file, random and one-time playback of all files in the folder.

13.4.2 Photos

Representable photos are accompanied by an icon of its content. Tap the icon to display the image. An image viewer will open.



Tap the image to see the menu bar. By default, only the tapped image is displayed. Tap the “Play” icon. It displays all the images in the folder as a slideshow. Furthermore an audio file can be played by tapping on the note icon. Tap the icon on the right to open another submenu *"Share"* to share the image with web applications, or sent by e-mail. Using the submenu item *"Save“* will save your photo in the folder "\WDISK\Photos" on your mobile device.

13.4.3 Videos

Videos are displayed with a stylized movie icon. Tap the desired movie icon and the video starts with the default player for your mobile device.

Note: *The operation and settings of your video playback vary, depending on which movie player is installed on your mobile device. Please read the manual of your respective movie player for more information about the operation.*

13.4.4 Documents

Text and PDF documents are displayed with the icon of the program created. Tap the desired document and it will open with the default program on your mobile device.

Note: *The operation and settings of the text representation and processing vary, depending on the software installed on your mobile device. Please read the manual of your mobile device or the appropriate software for more information about the operation.*

14 Using the DataStation® for Wi-Fi Internet access (Hotspot)

Using a router with internet access, but without Wi-Fi, you can connect your device via the Wi-Fi feature of your DataStation to the internet.

- Connect the DataStation to the router with a RJ-45 Ethernet network cable.
- Switch the DataStation Wi-Fi feature on and wait until the Internet status LED and the Wi-Fi status LED light up continuously.
- DataStation is now connected to the internet.
- Select the WI-FI of the DataStation "DSPA-xxxx" from the available networks of your device and connect.
- The password for logging in to the DataStation Wi-Fi defaults to "11111111".
- You are now connected to the Wi-Fi of the DataStation.

Note: *Take your device manual for assistance, if necessary.*

15 Using the DataStation® as a charging station

The USB 2.0 port (A) allows the use of your DataStation as a mobile charging station ("Power-Bank").

- Make sure that the Wi-Fi feature of DataStation is off (Wi-Fi status LED inactive).
- Connect your DataStation to the target device using a USB cable.
- Make sure that the DataStation does not fully discharge and, if necessary, plug it to a power source in due time.

16 Disconnecting the DataStation® from the computer (USB)

⚠ **Attention:** Please follow the recommended log-off procedure to avoid damages to the device or data loss!

Windows® 8/7/Vista™/XP
Left-click to the symbol *"SAFELY REMOVE HARDWARE"* at the bottom right corner of the task bar. Click in the popup menu on *"USB MASS STORAGE DEVICE - DRIVE"* and disconnect your DataStation from the computer.

Mac® OS X ab 10.6
Please remove the drive "*TREKSTOR*" from the *"DESKTOP"* by clicking on the drive icon and drag it to the trash icon. Now you can disconnect the DataStation from your computer.

17 Turning off the DataStation®

To turn off your DataStation press ⏻-button (F). All LEDs go out, the connections will be terminated and your DataStation will turn off.

18 Resetting / Load default settings

If your eBook Reader no longer responds, you can restart it by pressing the reset button (H). To do this, you will need a small pin or a paper clip.

⚠ **Attention:** Please note that all changes and settings are undone.

⚠ **Attention:** Please do not use needles or similar sharp objects, because you can damage your eBook Reader.

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20 Battery disposal

Reporting requirement according to the Battery Directive (BattV)

Batteries are not part of the domestic waste. The consumer is obliged to return no longer used batteries properly. Please dispose of them by a specialized trade or a battery collection point. Hereby you make an important contribution to environmental protection.

Since 1998 the German Battery Directive compels all citizens to dispose of used batteries exclusively through the trader or specially equipped departments (legal return obligation).

Trade and manufacturers are committed to take back batteries for free and to exploit it properly or to remove it as special waste (legal take-back obligation).

The built-in lithium-polymer battery of this device is marked with the adjoining symbol, consisting of a crossed out bin and the used battery type.

Remove battery

⚠ Before you return a disused device for disposal, the battery has to be removed from the device.

21 CE

TrekStor®
Enjoy now.

EC DECLARATION OF CONFORMITY

As manufacturer and importer respectively:

TrekStor GmbH
Kastanienallee 8 - 10
D-64653 Lorsch, Germany

herewith declares that the products

Product: **DataStation pocket air**

Type: **External hard disk drive**

comply with the following directive(s):

- **1999/5/EC** Radio Equipment and Telecommunications Terminal Equipment
- **2004/108/EC** EMC Directive: Electromagnetic Compatibility
- **2006/95/EC** Low Voltage Directive

The following norms were consulted to assess conformity:

- **EN 300 328 V1.8.1**
  Electromagnetic compatibility and Radio spectrum Matters (ERM); Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques
- **EN 301 489-1 V1.9.2**
  EMC and ERM: EMC standard for radio equipment and services; Part 1: Common technical requirements
- **EN 301 489-17 V2.2.1**
  Electromagnetic compatibility and Radio spectrum Matters (ERM); Electro Magnetic Compatibility (EMC) standard for radio equipment; Part 17: Specific conditions for 2,4 GHz wideband transmission systems.
- **EN 55022:2010**
  EMC: Information technology equipment – Radio disturbance characteristics – Limits and methodsof measurement
- **EN 55024:2010**
  EMC: Information technology equipment – Immunity characteristics – Limits and methods of measurement
- **EN 60950-1:2006 + A12:2011**
  Information technology equipment – Safety – Part 1: General requirements

The CE symbol confirms that this product conforms with the above mentioned norms and regulations.

The manufacturer also declares the conformity of the product according to the following directives:

- **2001/95/EC** **General Product Safety**
- **2002/95/EC** **RoHS: Hazardous substances in electrical and electronic equipment**
- **2005/32/EC** **Ecodesign requirements for energy-using products**

Lorsch, **04.07.2013**

T. Koroscha

Thorsten Koroscha, LPM

22 Support information

If you have any questions regarding your TrekStor product, please proceed as follows:

- Check the features as well as the functions of your device (apparent on the packaging), in order to use the correct settings.
- Read the manual carefully.
- Inform yourself on our website www.trekstor.de/en about the up-to-date information concerning your product (e. g. available most recent firmware releases).

In the case you have further questions regarding your product, please note the following TrekStor support options:

FAQ
The FAQ area of our website offers you a wide range of problem solving hints. Here you can obtain answers to the most frequently asked questions concerning our products.

E-Mail
Please fill in the support form on our website or send an E-Mail to support.en@trekstor.de. You can find mailing addresses for other countries when you click "SERVICE" at the menu bar on our website.

Phone support
Please find the number of the support hotline for your country on our website under "SERVICE" as well.

User manual version
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